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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/927,301	08/10/2001	Dan Kikinis	P5064	7434

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CENTRAL COAST PATENT AGENCY
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EXAMINER

PHILPOTT, JUSTIN M

ART UNIT	PAPER NUMBER
2665	

DATE MAILED: 11/07/2003

8

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	09/927,301	KIKINIS, DAN	
	Examiner	Art Unit	
	Justin M Philpott	2665	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 18 August 2003.
- 2a) This action is FINAL. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 16-27 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 16-27 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) The proposed drawing correction filed on _____ is: a) approved b) disapproved by the Examiner.
 If approved, corrected drawings are required in reply to this Office action.
- 12) The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

- 13) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.
- 14) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
 a) The translation of the foreign language provisional application has been received.
- 15) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) Paper No(s). _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449) Paper No(s) _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Response to Amendment

1. In the Amendment filed August 18, 2003, Applicant has amended the specification to correct minor informalities, canceled claims 1-15, and added new claims 16-27. In view of the Amendment, the specification is no longer objected to.

Claim Rejections - 35 USC § 112

2. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

3. Claim 25 is rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention. Specifically, claim 25 recites the limitation "the Internet network" in claim 22. There is insufficient antecedent basis for this limitation in the claim. Applicant may overcome this rejection by amending claim 25 to be dependent upon claim 24.

Claim Rejections - 35 USC § 103

4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

5. Claims 16-27 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent Application Pub. No. 2002/0110113 A1 by Wengrovitz.

Regarding claims 16 and 22, Wengrovitz teaches a system (e.g., FIG. 4) for routing a communication event in a call center having routing means provided by a CTI server, the event initiated by an originator at a computerized workstation outside the call center, comprising: a software-enabled SIP mechanism (e.g., emulation client 110a, see paragraph 0045, lines 7-9 and also paragraph 0035, lines 5-12 wherein an emulation client is identified as a software program) operable from the workstation by the originator (e.g., phone 100, see paragraph 0067, lines 4-10 wherein the phone may be replaced by a computer) to prepare and send an SIP-protocol routing request along with an event initiation (e.g., SIP INVITE request with the identified number, see paragraph 0048); and a software enabled reformatting mechanism in the call center (e.g., within emulation client 110a, see paragraph 0058) receiving and processing the SIP-protocol routing request; characterized in that the reformatting mechanism converts the SIP routing request into non-SIP protocol (e.g., PBX signaling type) understood by the CTI server, and sends the resulting non-SIP request (e.g., PBX signaling event) to the CTI server for processing and response, and the CTI server determines and returns a routing for the communication event (e.g., PBX signaling event).

While Wengrovitz may disclose the software-enabled SIP mechanism (e.g., emulation client) is coupled to the workstation (e.g., phone) via cables or other transmission media (e.g., see paragraph 0033), it is generally considered to be within the ordinary skill in the art to shift the location of parts absent a showing of unexpected results. Thus, at the time of the invention it would have been obvious to one of ordinary skill in the art to shift the location of the SIP

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mechanism from the switch to the workstation since it is generally considered to be within the ordinary skill in the art to shift the location of parts absent a showing of unexpected results. The contention of obvious choice in design can be overcome if Applicant establishes unexpected results. In re Japikse, 86 USPQ 70 (CCPA 1950).

Regarding claims 17, 18, 23 and 24, Wengrovitz teaches the communication arrives at the call center from a data packet network comprising the Internet network (e.g., see paragraph 0032, line 7-8, wherein network 45 is preferably a network such as the Internet network).

Regarding claims 19 and 25, Wengrovitz teaches the network may preferably connect to a wide area network (e.g., see paragraph 0032, line 8). While Wengrovitz may not specifically disclose the network is a LAN (local area network), Examiner takes official notice that it is well known in the art to apply teachings of a network such as a wide area network to other network types such as a local area network.

Regarding claims 20 and 26, Wengrovitz teaches the CTI server controls routing within the call center (e.g., see paragraph 0034, lines 1-5).

Regarding claims 21 and 27, Wengrovitz teaches the communication events are received from clients of the call center and routed to agents or automated systems at work within the center (e.g., see paragraph 0034, lines 5-9).

Conclusion

6. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

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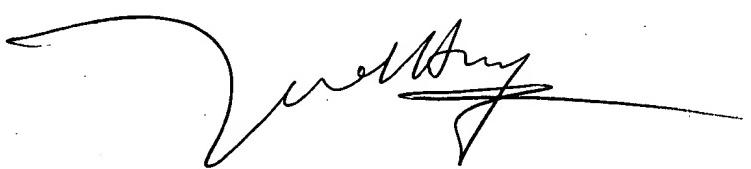
A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

7. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Justin M Philpott whose telephone number is 703.305.7357. The examiner can normally be reached on M-F, 9:00am-5:00pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Huy D Vu can be reached on 703.308.6602. The fax phone number for the organization where this application or proceeding is assigned is (703) 872-9306.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703.305.4750.


Justin M Philpott


HUY D. VU
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2600